

Exhibit 6

date 3 August 2001
your ref RA 0450 5858 9 GB
our ref NAT14284694



Ms F Reardon
2 New Horizons Court
BRENTFORD
TW8 9ET

Customer Service Centre
62 North Road
BRIGHTON
BN1 1AA

RECEIVED

- 6 AUG 2001

NEW HORIZONS COURT

Telephone 0845 7740 740
Website www.royalmail.com
Text Phone 0845 600 0606
(for the deaf and hard of hearing)

Dear Ms Reardon

Thank you for your enquiry of 30 July 2001 about a 1st Class Recorded item number RA 0450 5858 9 GB, posted to Heath House Dental Surgery, 28 West Street, Reigate, RH2 9BX.

I can confirm that this item was collected from that address on 16th March 2001 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 0845 7740 740.

Yours sincerely

Miriam Lumb
Customer Service Advisor

Enclosures : None

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MAR 07 2003

OFFICE OF PETITIONS

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.

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